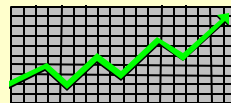


VETERANS SATISFACTION WITH THE CLAIMS PROCESS: A COMPARISON OF CASE MANAGEMENT PILOT STATIONS AND ALL STATIONS*

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Surveys & Research Staff

Bringing the
“Voice of the Customer”
into Decision Making



Phoenix, AZ
April 18, 2000

*Revised using 1999 National results

Purpose of Study

- To compare customer satisfaction results of case-managed pilot stations with the national average
- Gauge effect of “individualized, proactive interaction with the veteran”
- To measure expected increase in veterans’ perception of accessibility, responsiveness, and reliability

Overview - National Data

- National data come from 1999 “Survey of Veterans’ Satisfaction with VA Compensation and Pension Claims Process”
- 24,300 respondents, both pending and completed claims
- Data collected between November 1999 and January 2000
- Response rate of 62 percent

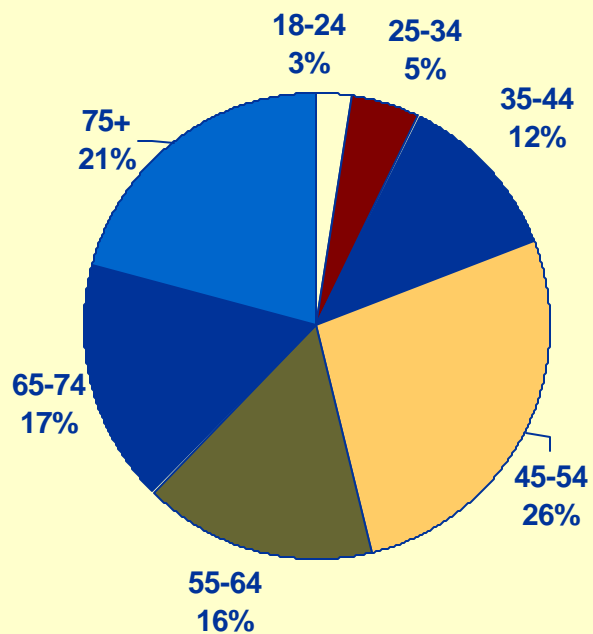
Overview - Case Management Pilot Station Data

- 800 “mini” C&P questionnaires sent out January 2000
- Names and addresses selected by 6 pilot stations using standard protocol, proportionate to total case-managed workload
- 358 returned: 45% response rate
- National data “reweighted” to reflect case managed EP mix
- 64 percent 020’s results in lower national satisfaction scores

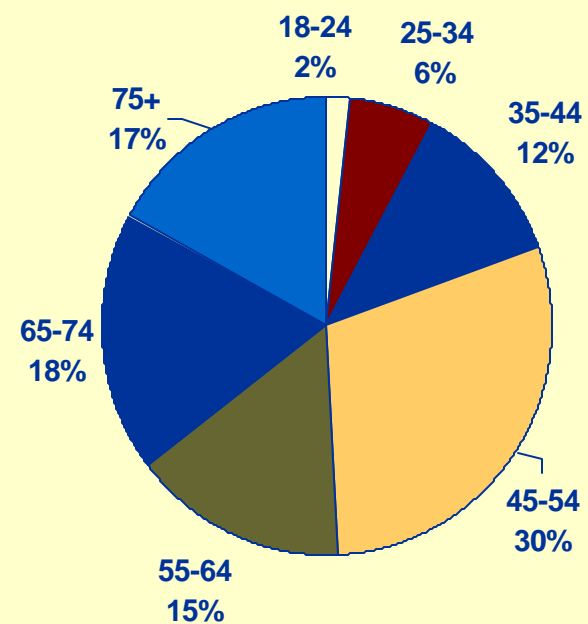
Sample Distribution by Pilot Station

	<u>Number</u>	<u>Percent</u>
Cleveland	125	34.9
Little Rock	32	8.9
Pittsburgh	61	17.0
Phoenix	36	10.1
Portland	58	16.2
Salt Lake City	46	12.8
<i>TOTAL</i>	358	100.0

Demographics - Age Distribution of Sample

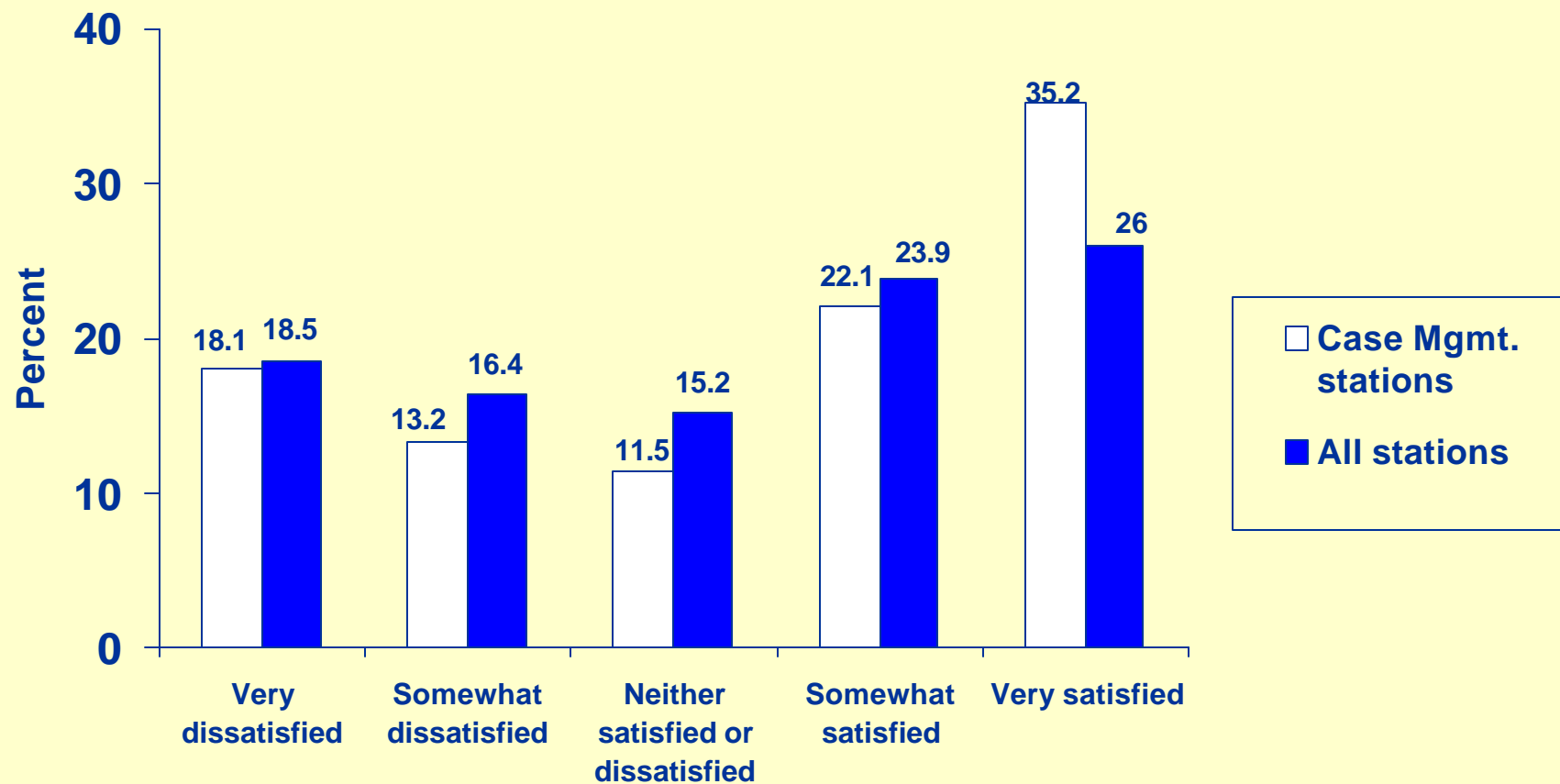


Case Managed Stations



National Data

Veterans' Satisfaction with Handling of Claim for Case Management Stations and All Stations

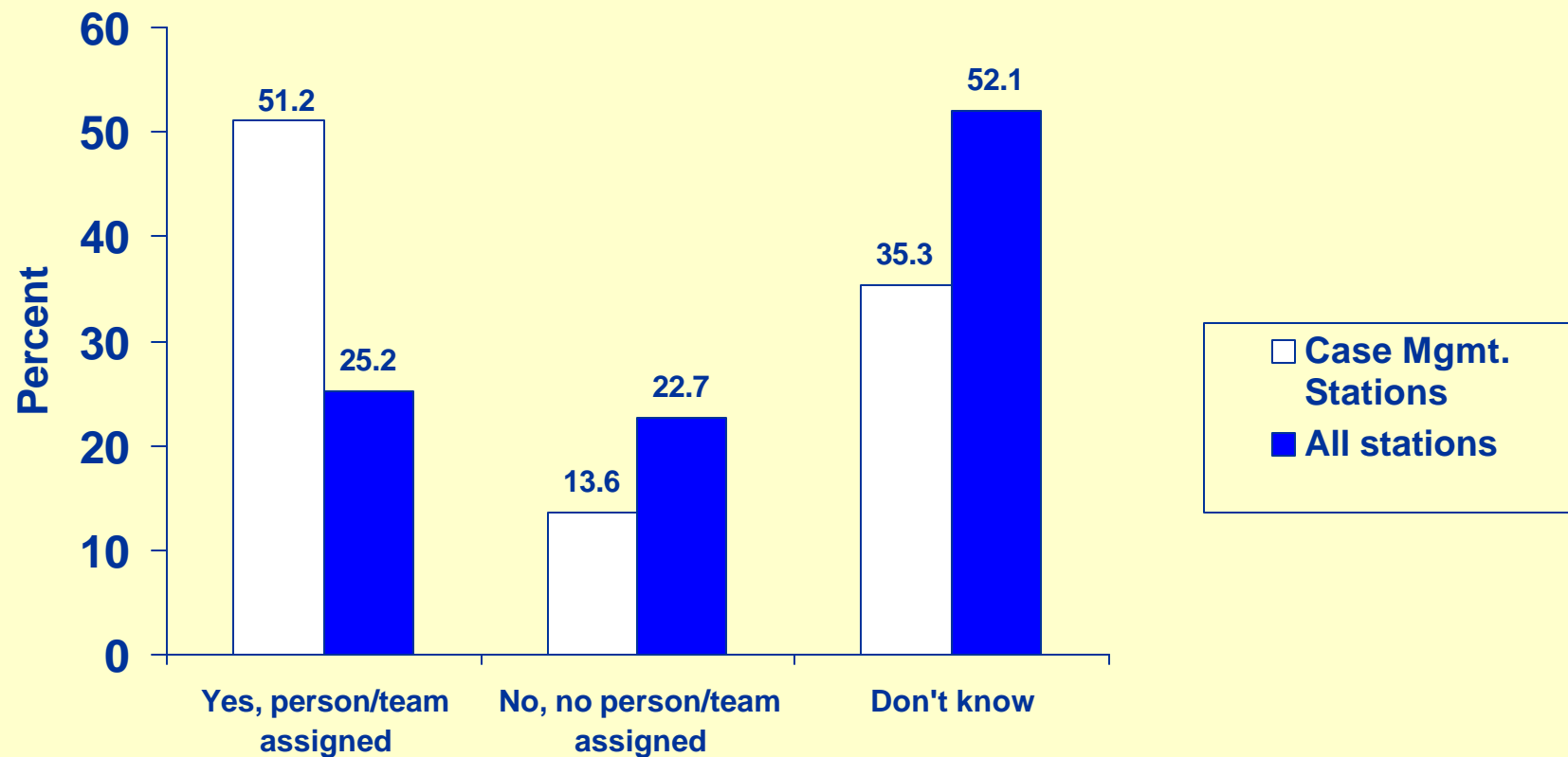


Other Areas Which Might Be Improved By Case Management

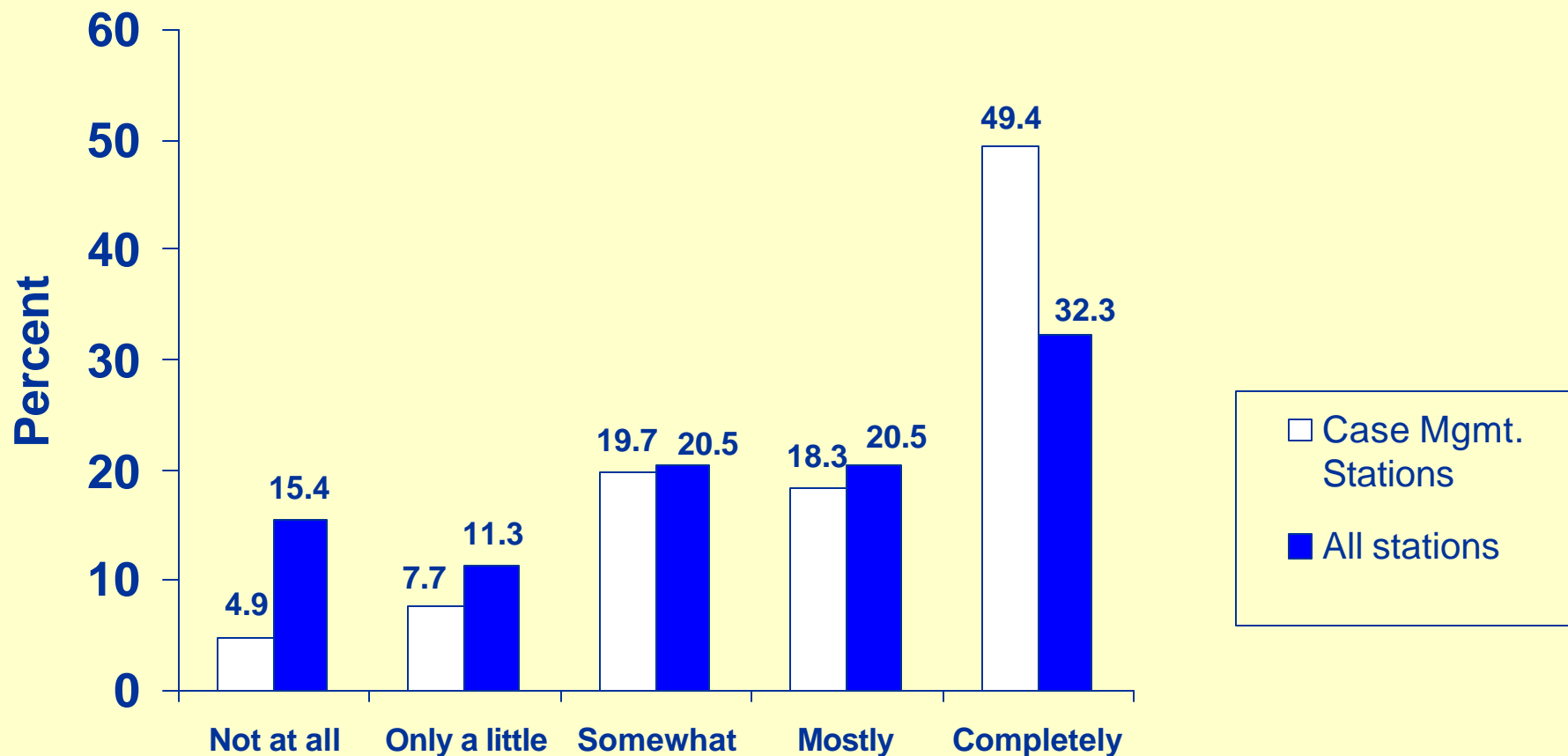
1. Communication regarding claims process, what is needed for development
2. Keeping veteran informed of status of claim
3. Improve effectiveness of phone contact with VA
4. Shaping expectations of timeliness
5. Overall impressions of the process
6. Fairness, satisfaction with decision

Communication Regarding Claims Process, Development Issues

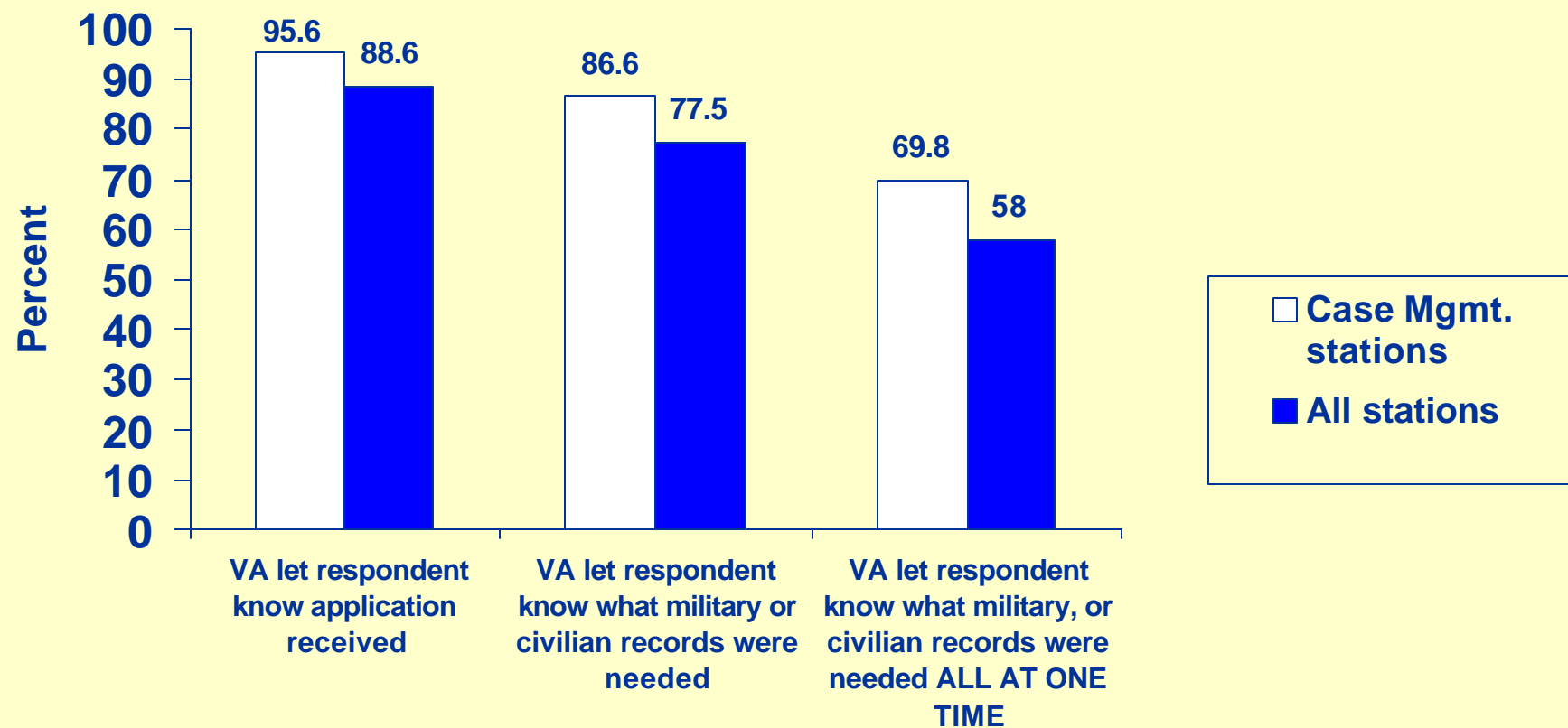
Percent of Respondents Who Thought a Person/Team Was Assigned by Case Management Stations and All Stations



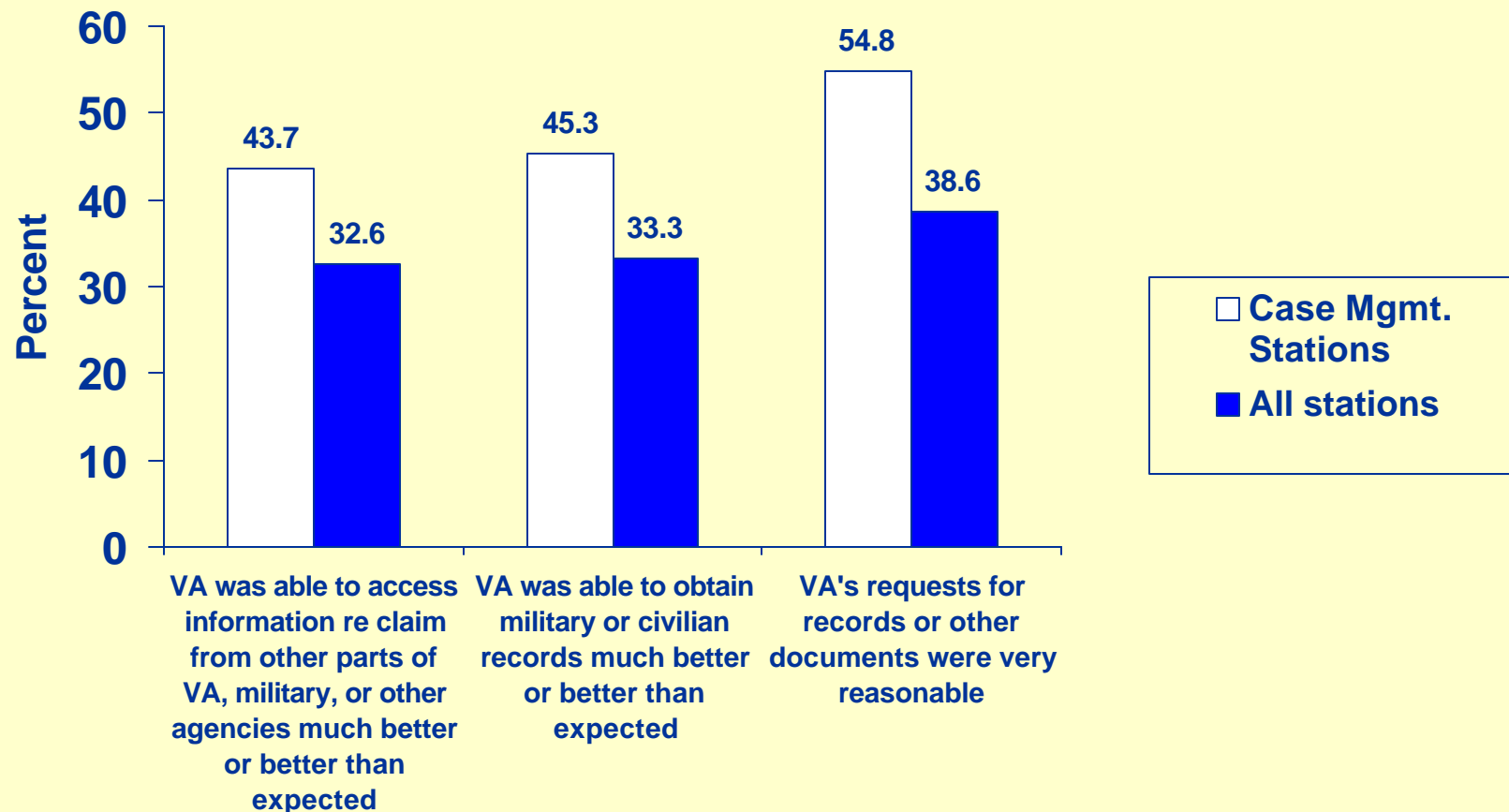
How Well VA Explained the Steps Necessary to Process a Claim for Case Management Stations and All Stations



Selected Development Issues for Case Management Stations and All Stations

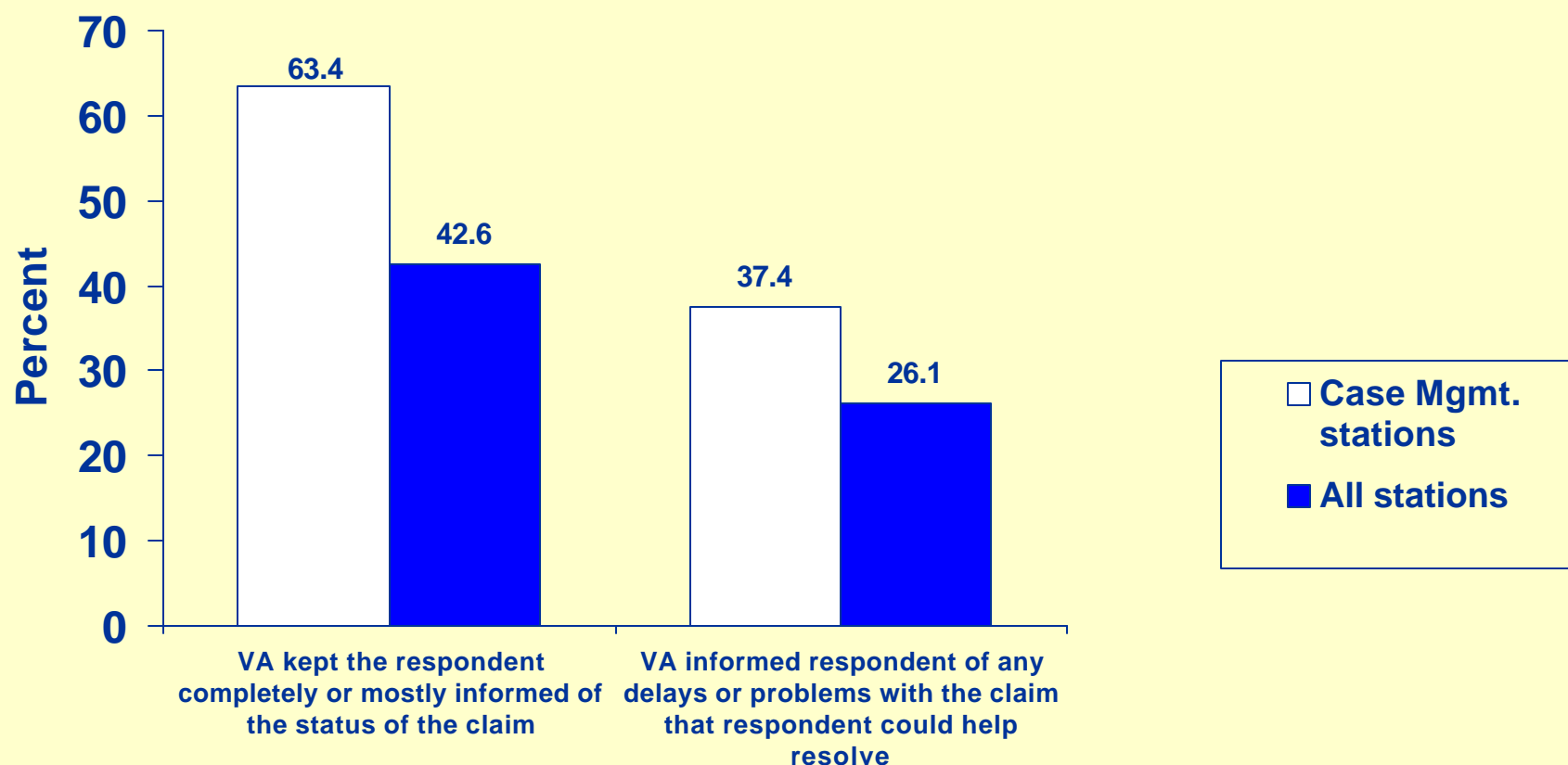


VA's Ability to Access Information and Reasonableness of Record Requests for Case Management Stations and All Stations



Status of Claim Information

How Well VA Kept Respondent Informed of the Status of the Claim and Any Delays and Problems for Case Management Stations and All Stations

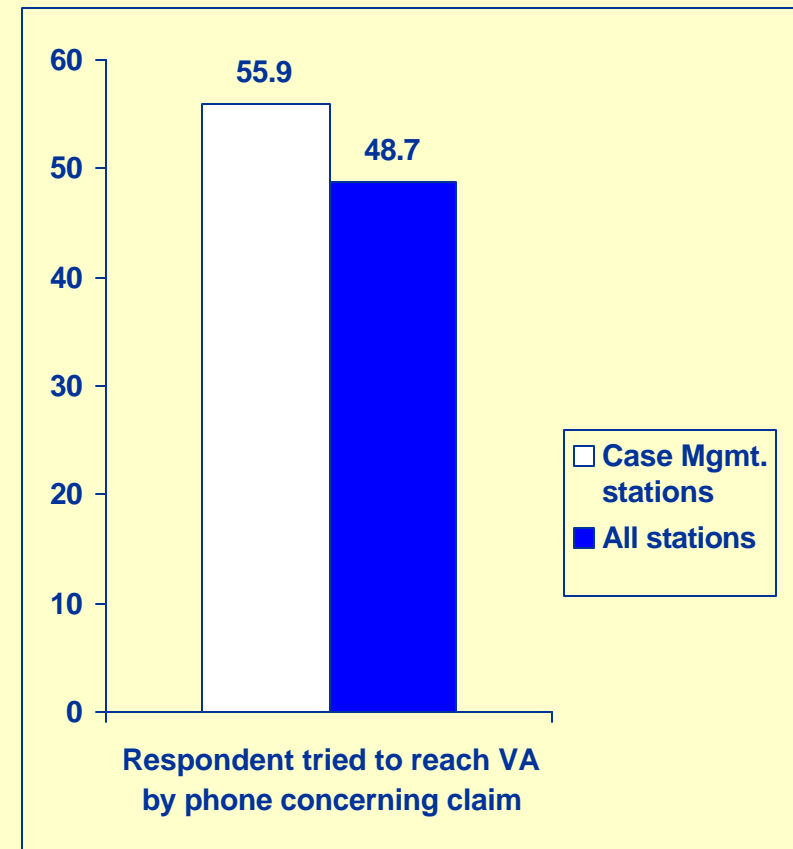
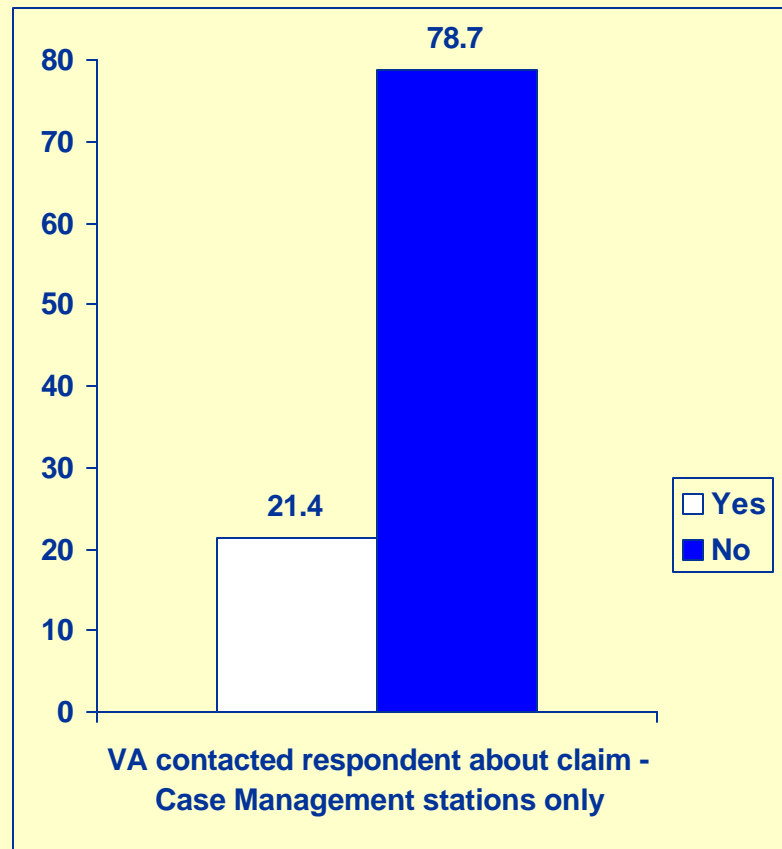


Veterans' Comments

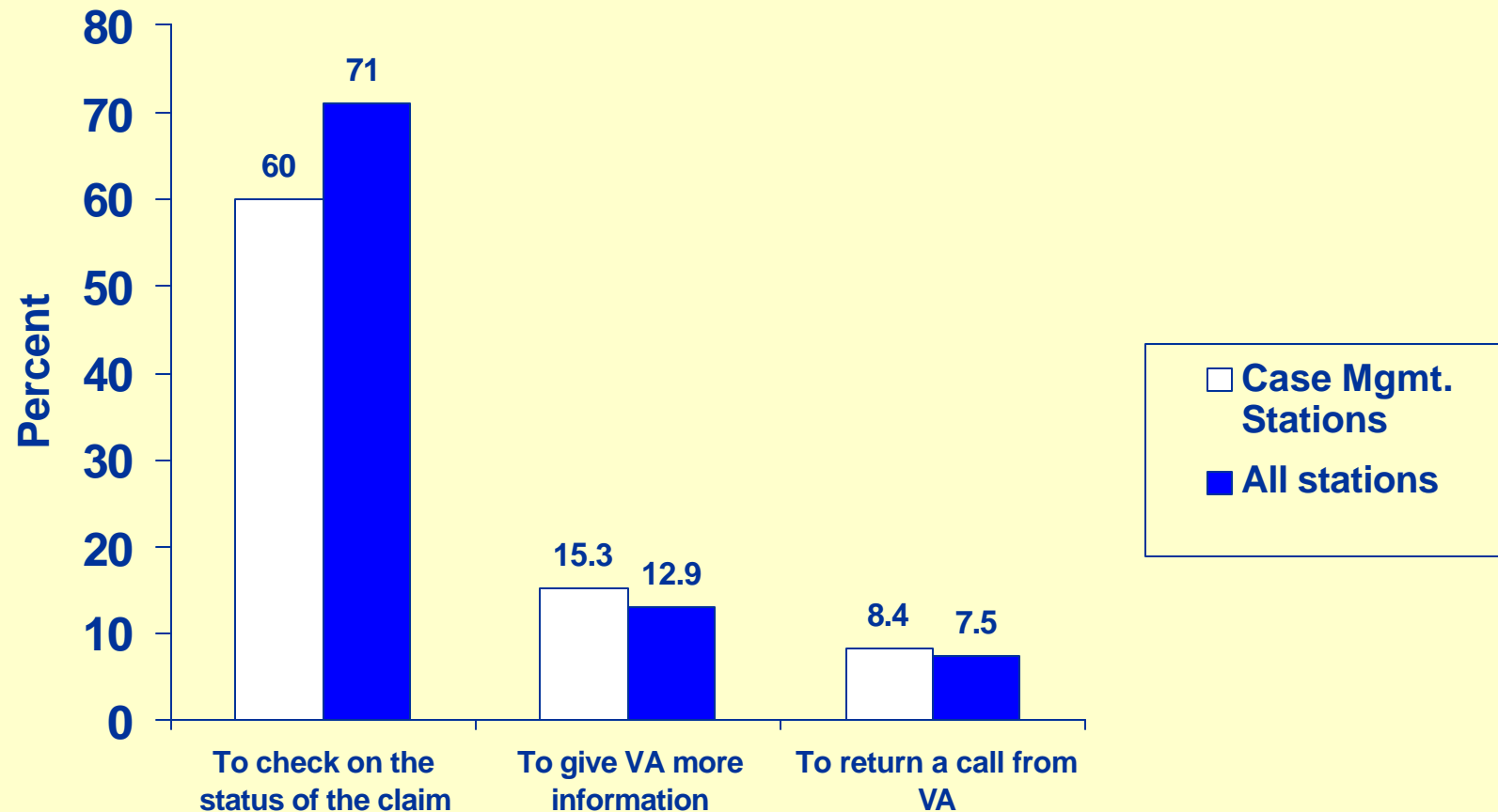
- *“I was very pleased with the way I was kept informed on how my claim was coming along and the team I was assigned to was very helpful in all aspects.”*

Effectiveness of Phone Contact with VA

Phone Contact for Case Management Stations and All Stations

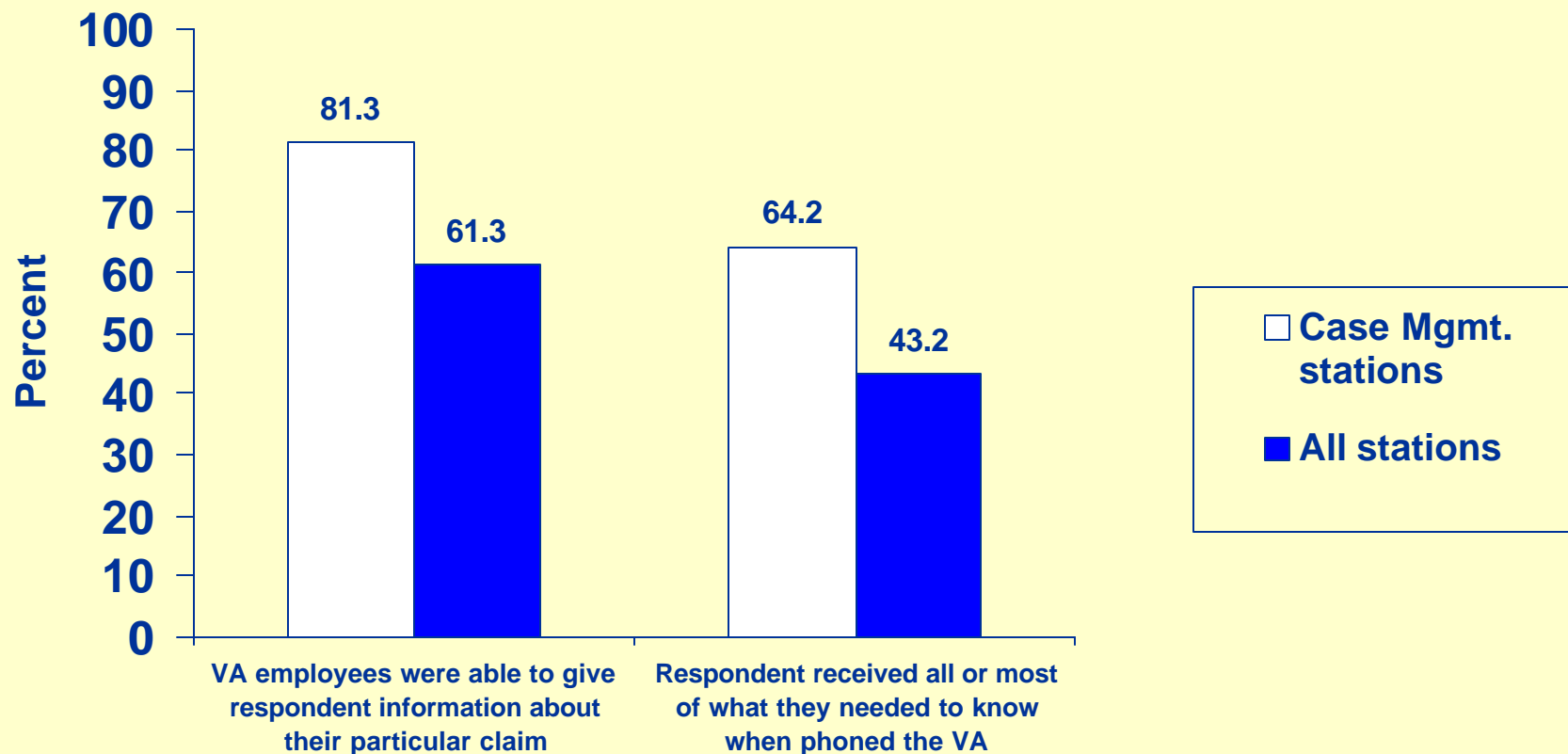


Selected Reasons for Phoning VA for Case Management Stations and All Stations

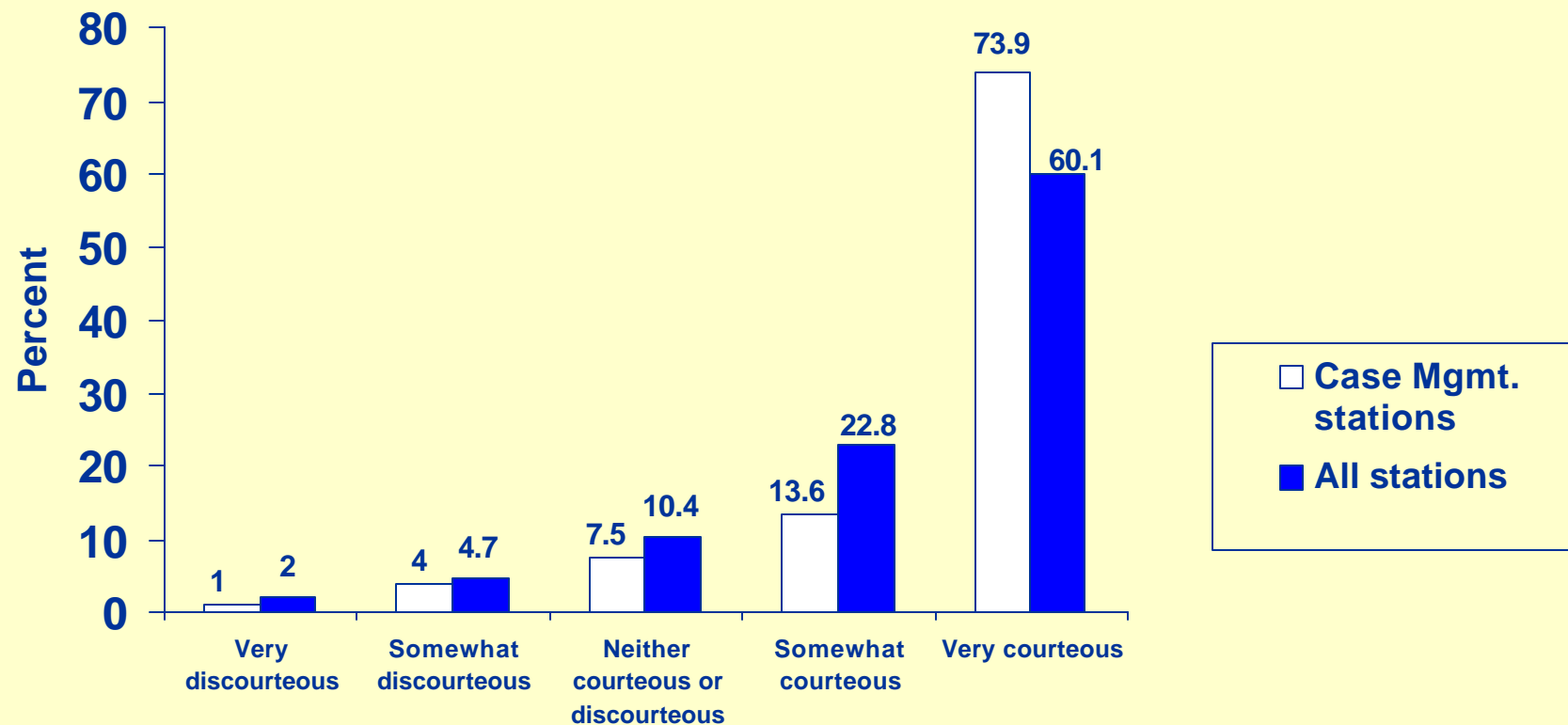


(As respondents could mark all responses that apply, the percentages may not add to 100%.)

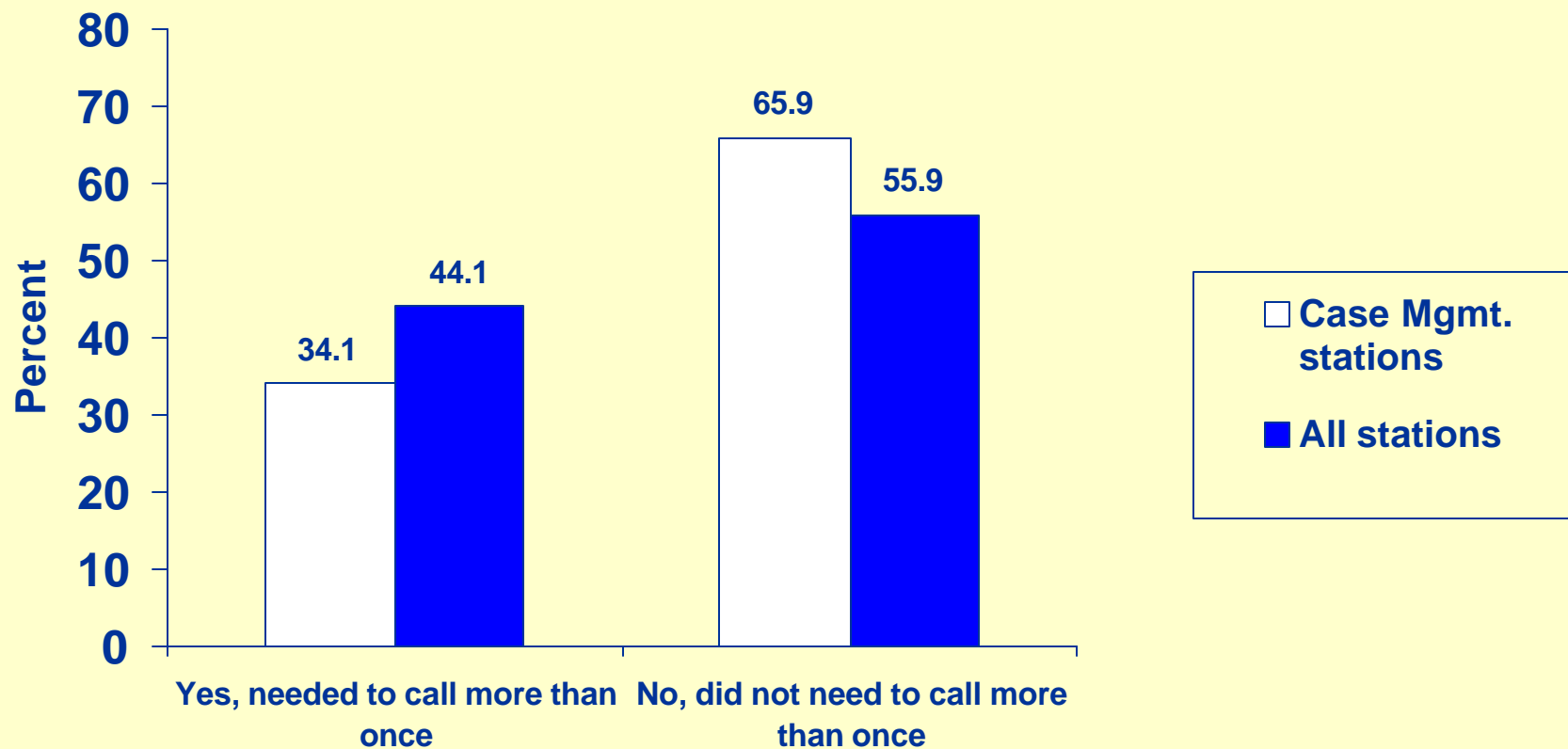
How Well VA Could Answer Respondents' Questions for Case Management Stations and All Stations



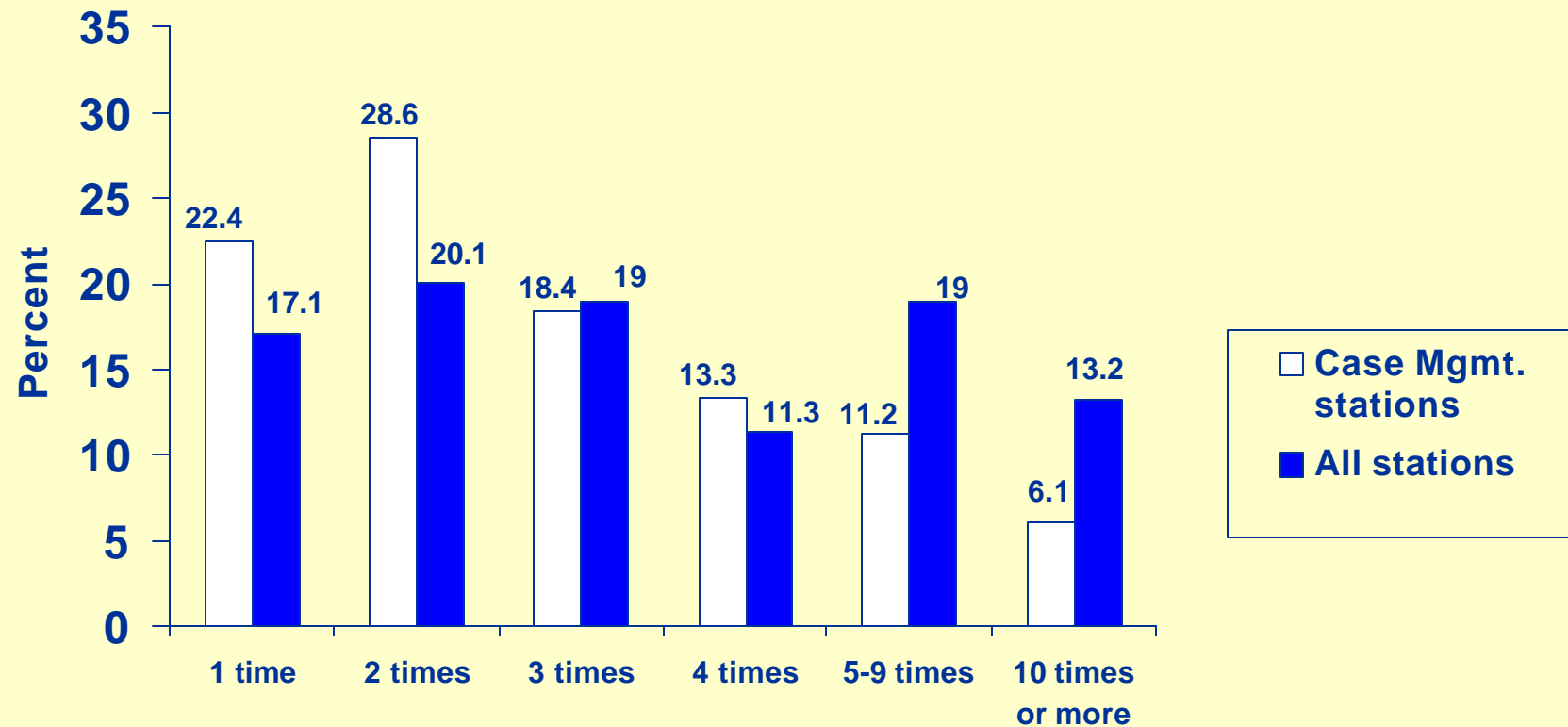
Courtesy of VA Staff on Phone for Case Management Stations and All Stations



Needed to Contact VA More than Once on the Same Problem for Case Management Stations and All Stations



Number of Times Respondents Spoke with a VA Employee by Phone for Case Management Stations and All Stations



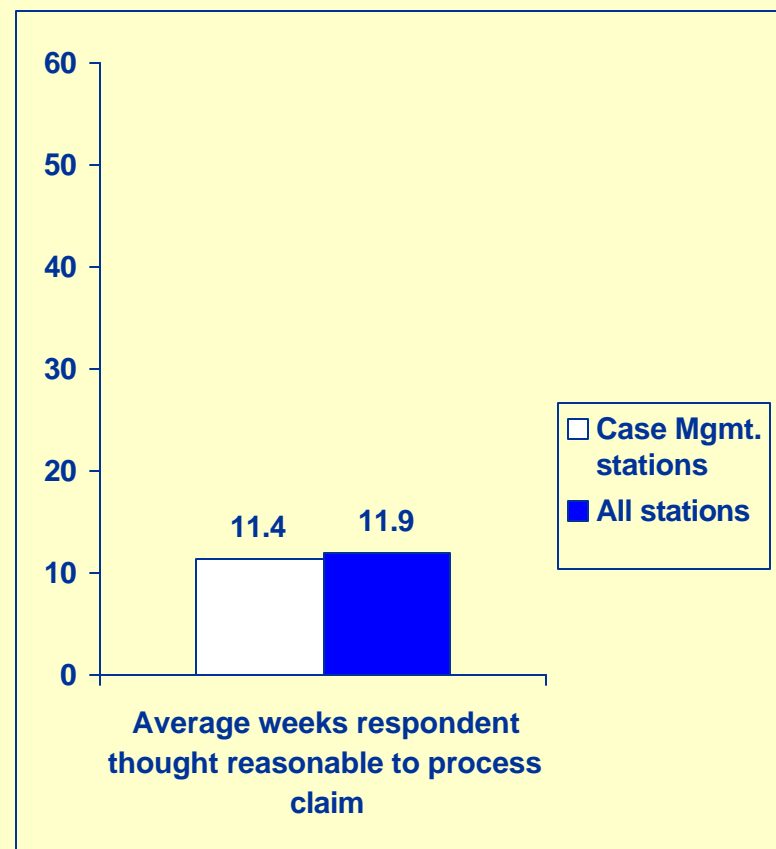
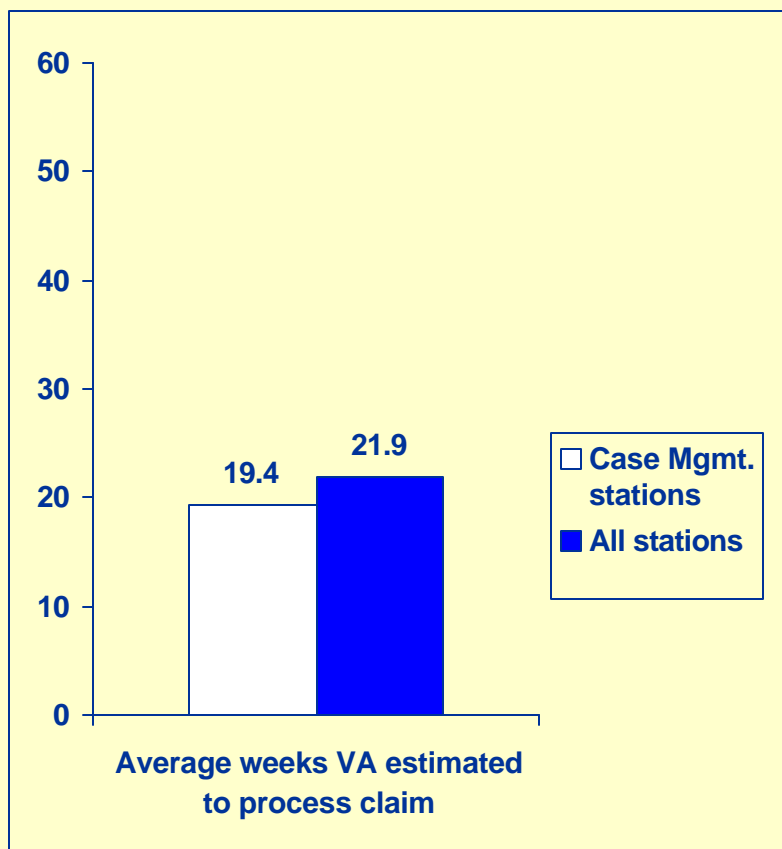
Mean Number of Contacts for Case Mgmt. stations: 3.15
Mean Number of Contacts for All stations: 4.03

Veterans' Comments

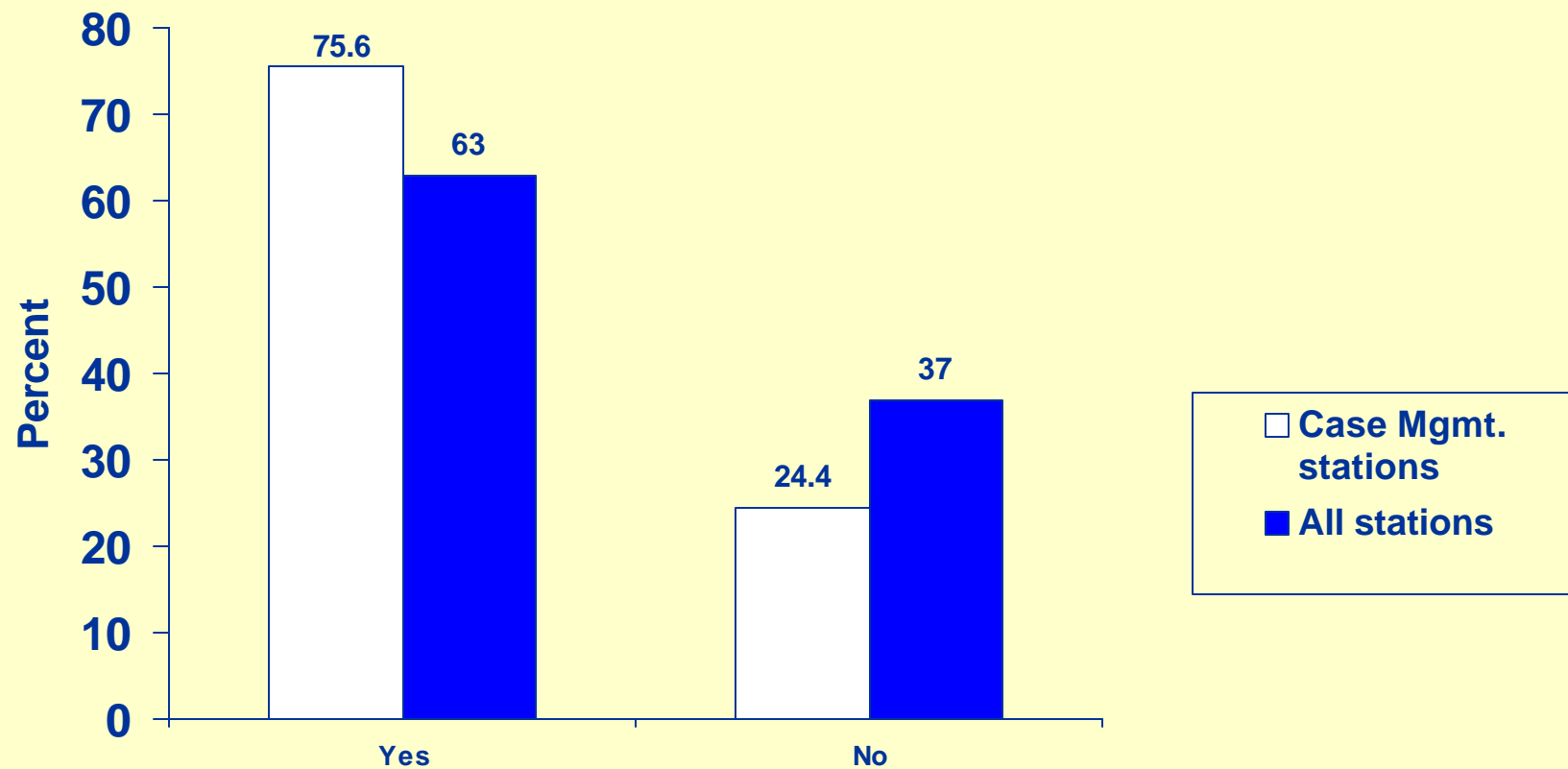
- *“I never felt I had to write or call I was always informed of the time and effort necessary.”*

Shaping Expectations of Timeliness

Average Weeks VA Estimated to Process Claim and Average Weeks Respondent Thought Reasonable for Case Management Stations and All Stations



Percent of Respondents Receiving a Realistic Estimate of How Long the Claim Would Take to Process for Case Management Stations and All Stations

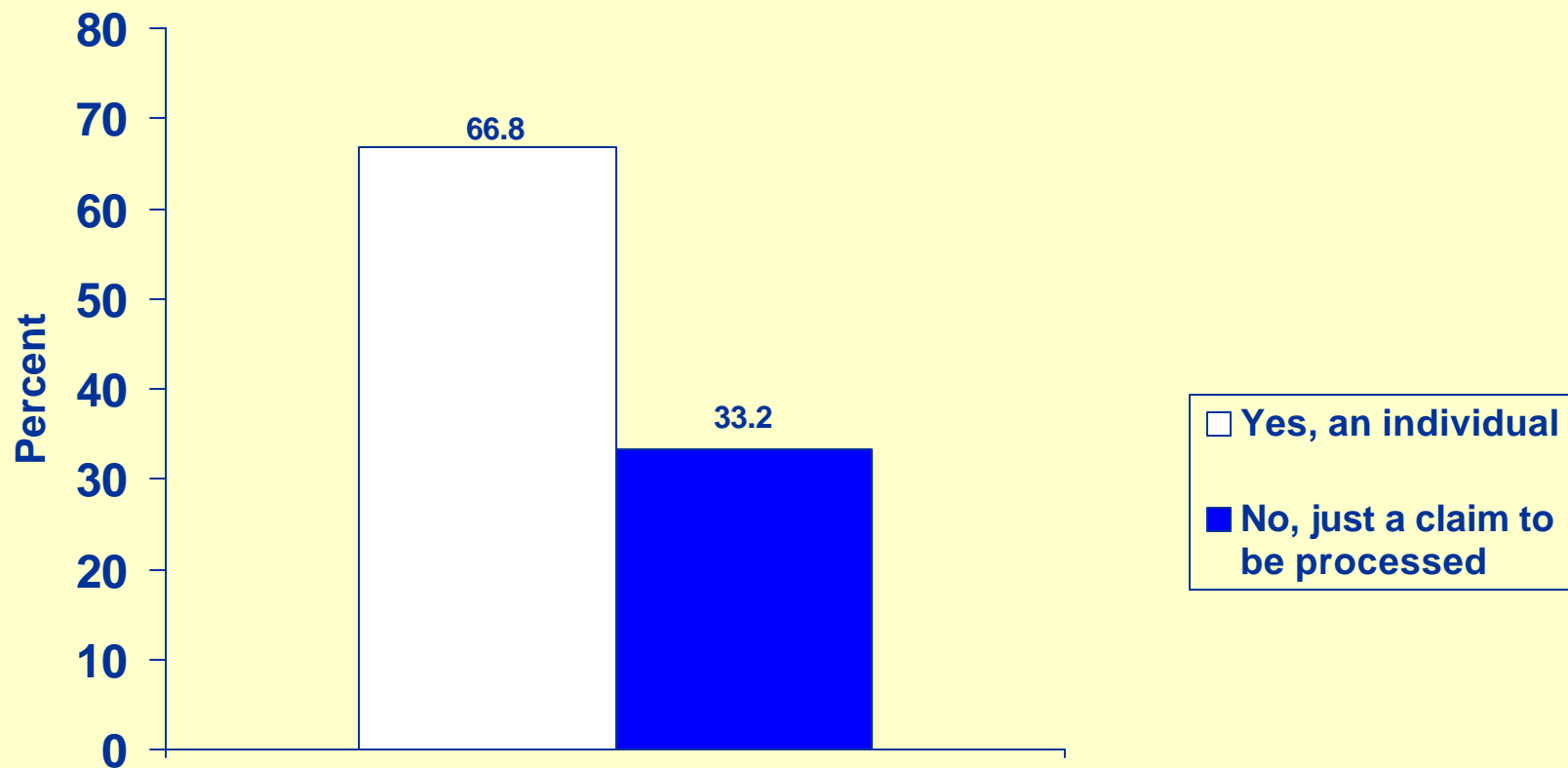


Veterans' Comments

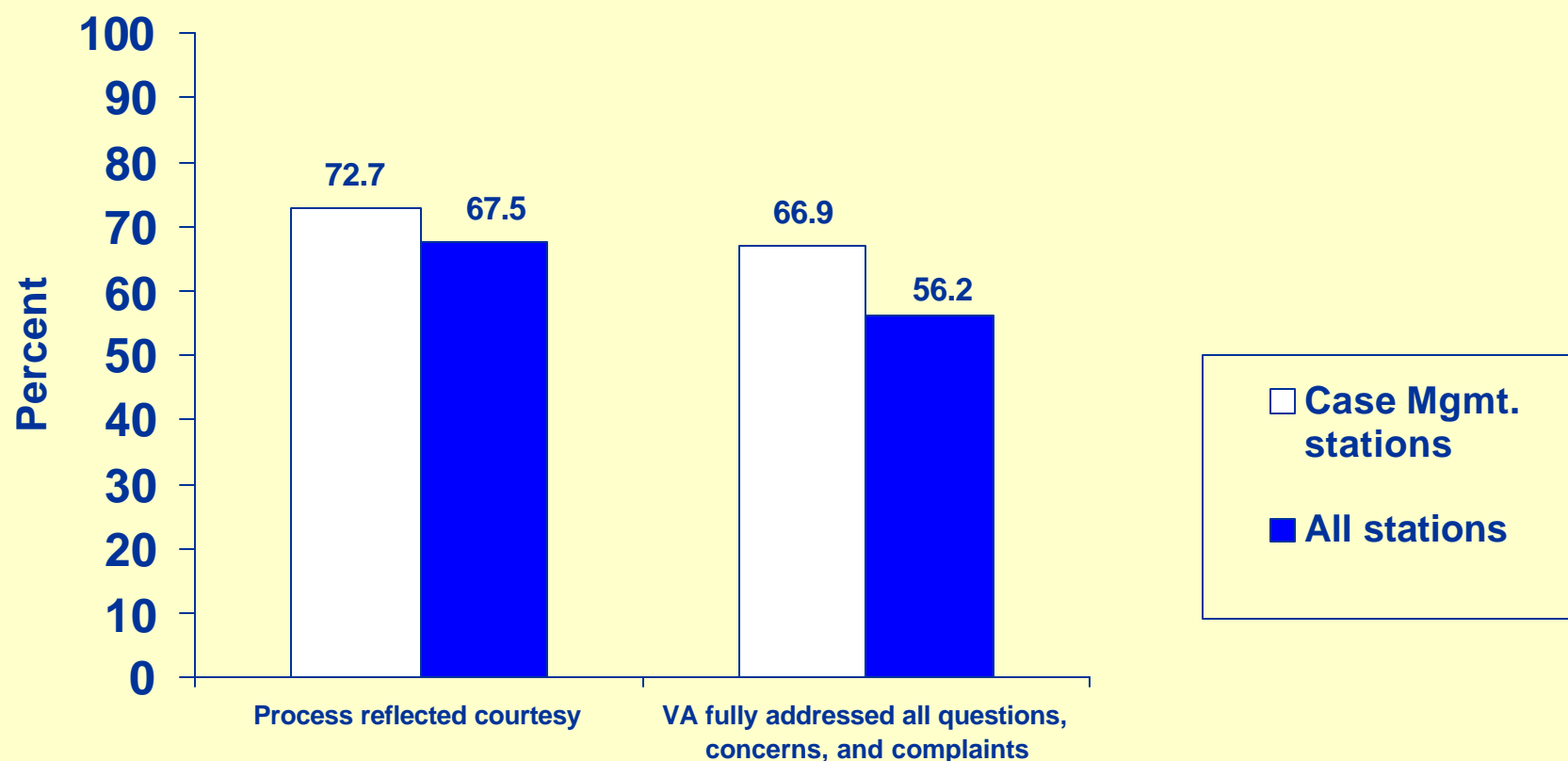
- *“I constantly received letters from VA stating that my claim was being worked on, that I haven’t been forgotten, but it didn’t state what, if any, progress was being made. i.e. 25%, 50%, 70% completed or should be completed by a certain date. Waiting is not as bad if you can see an end to it no matter how long it actually takes.”*

Overall Impressions of the Process

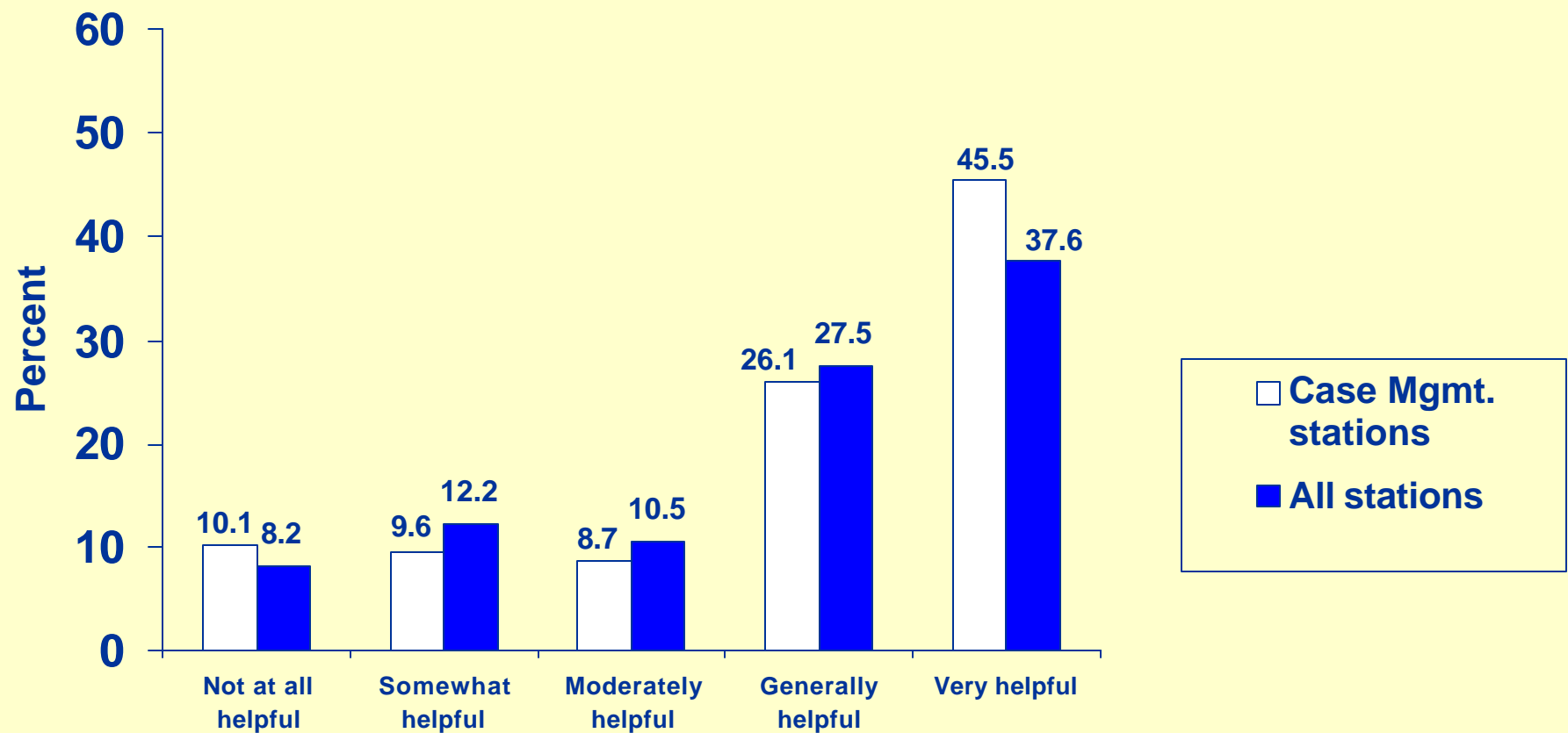
Impression of Whether VA Treated Claimant as an Individual, or “Claim to be Processed” for Case Management Stations Only



How Well Did the Claims Process Reflect the Courtesy Due a Veteran and Whether the VA Fully Addressed All Respondent's Questions, Concerns, and Complaints for Case Management Stations and All Stations



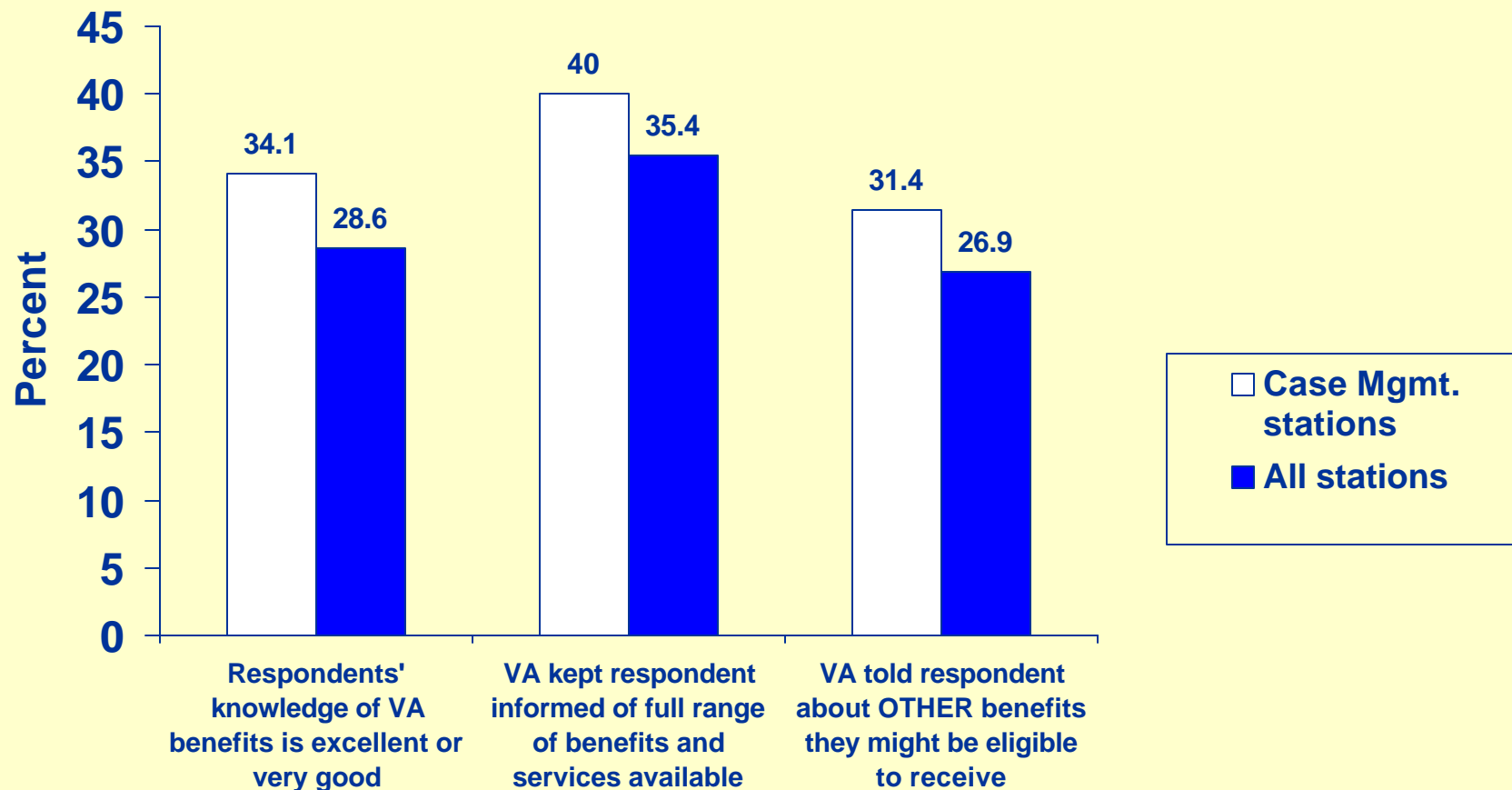
Helpfulness of VA Staff for Case Management Stations and All Stations



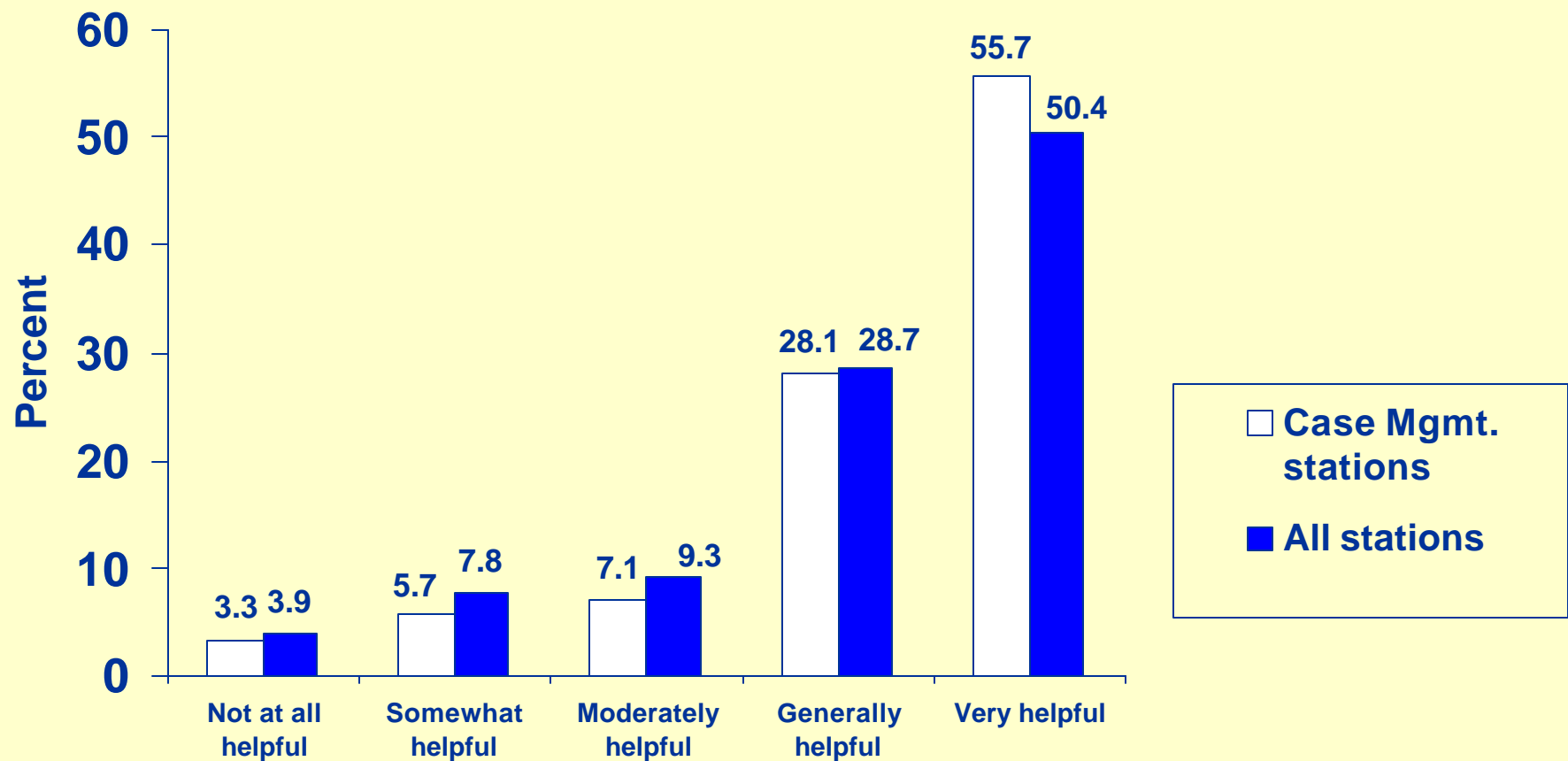
Veterans' Comments

- *“The people I worked with appeared eager to work with me and help. The process is still very slow. The people seem to be trying.”*

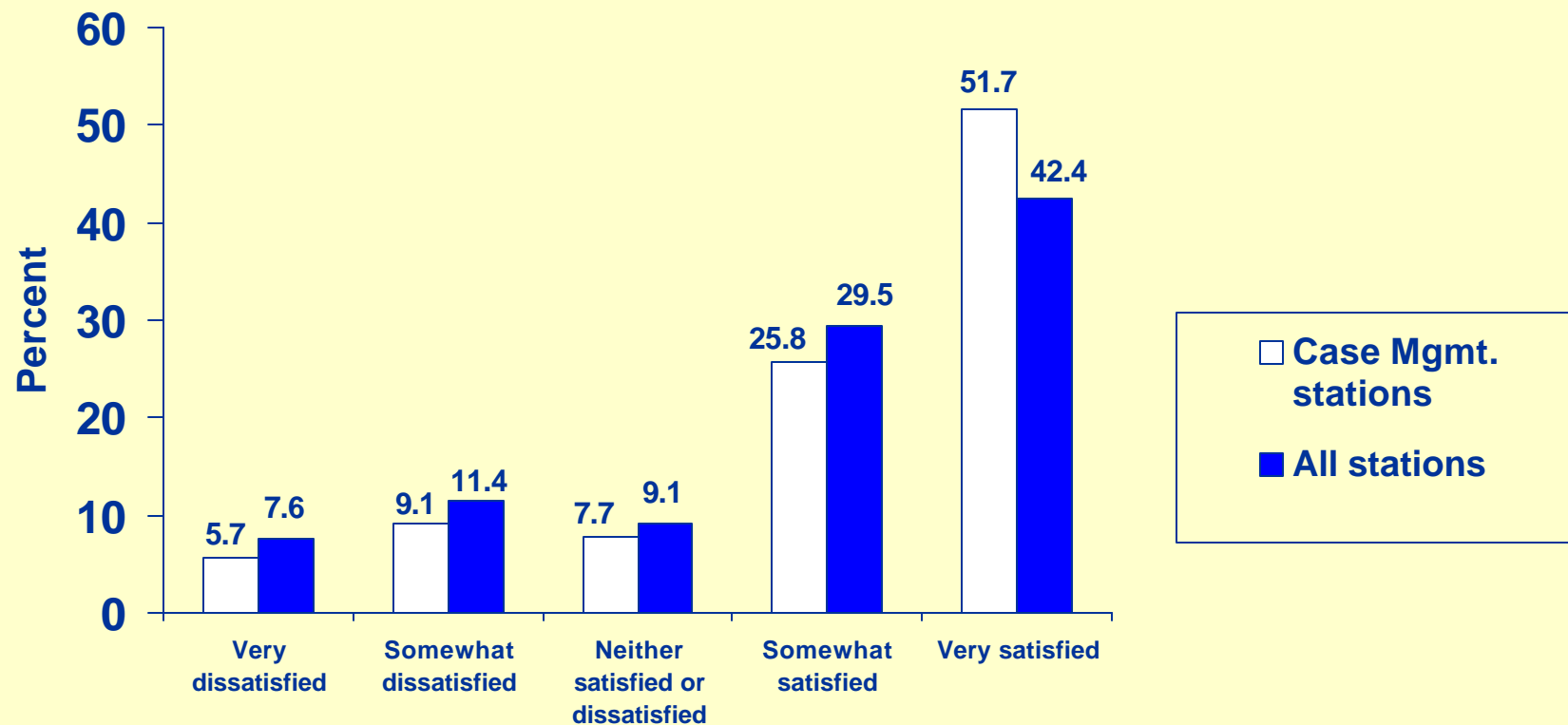
Selected Performance Issues for Case Management Stations and All Stations



Helpfulness of VA Staff Among Granted Claimants for Case Management Stations and All Stations

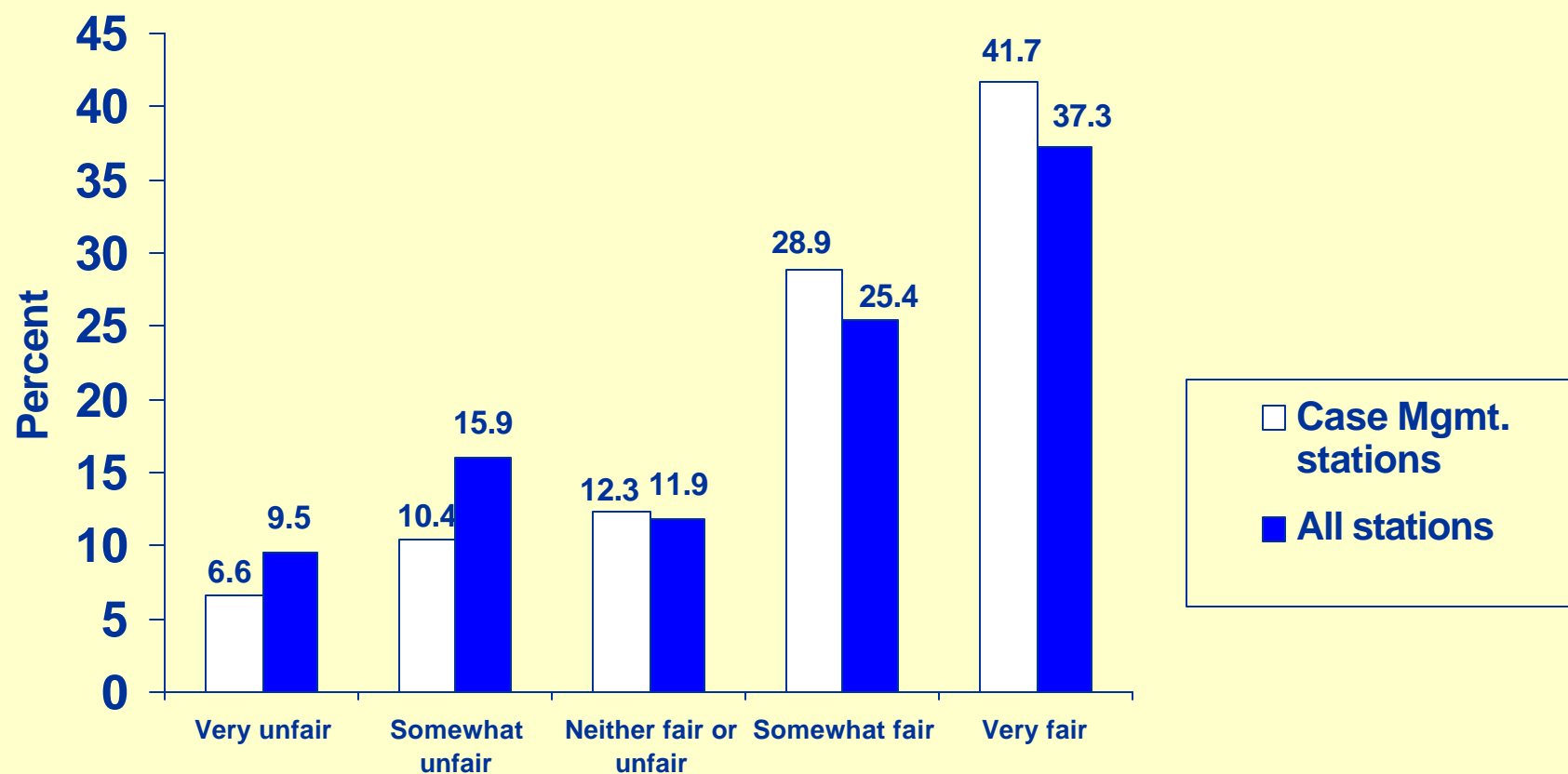


Satisfaction With Handling of Claim Among Granted Claimants for Case Management Stations and All Stations



Fairness and Satisfaction with Decision

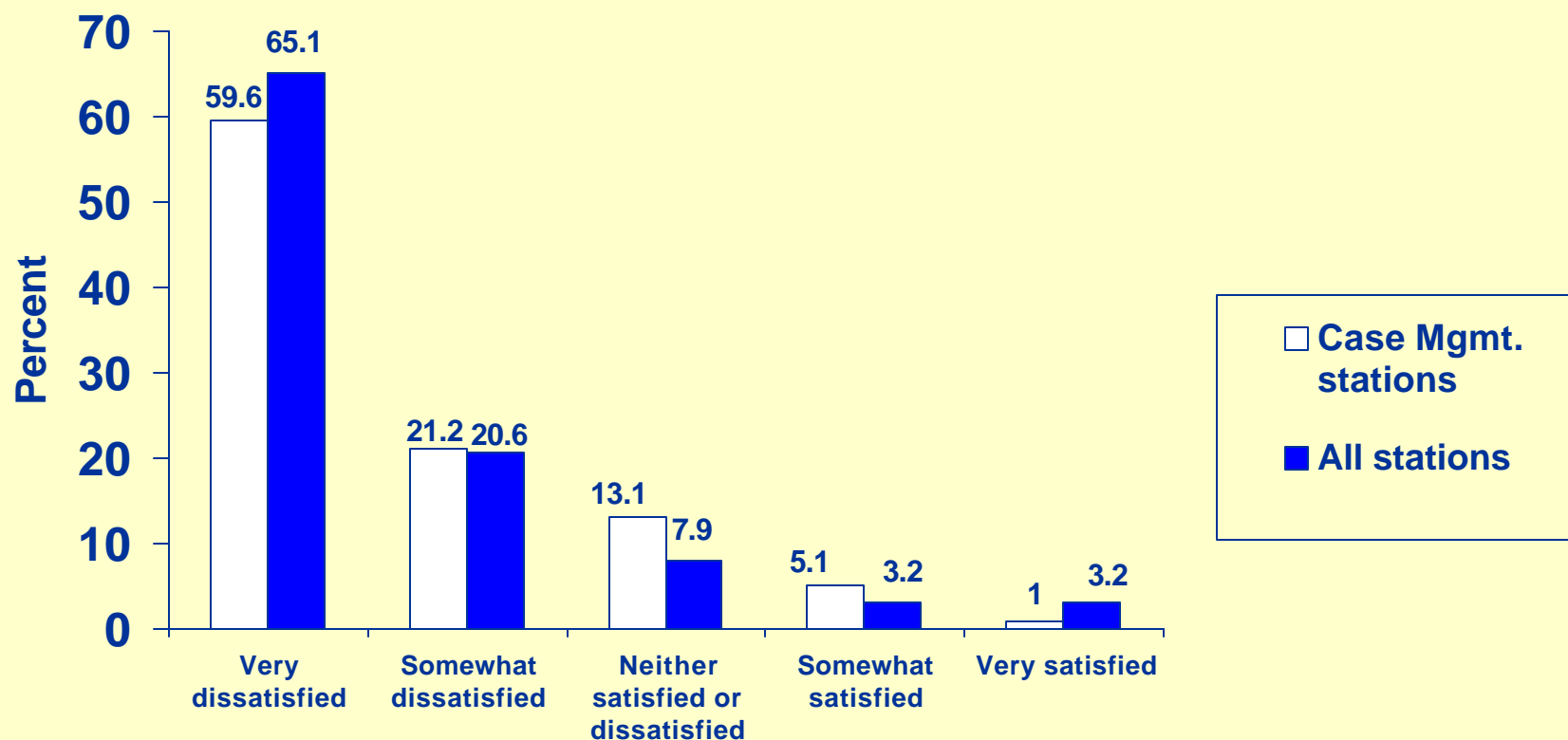
Fairness of Claim Evaluation Among Granted Claimants for Case Management Stations and All Stations



Veterans' Comments

- *“The administration of the Veterans Administration’s willingness to solicit a totally anonymous response is reflective of how I perceive my “case” was handled.
Fair - Impartially & Expediently”*

Satisfaction With The Decision on Claim Among Denied Claimants for Case Management Stations and All Stations



Veterans' Comments

- *“I sent them a response letter to notify them that I had to request medical and VA records from them and it would take a little time. I hadn't received the VA papers before they had sent a letter of denial. Everything else was very professional and people were very helpful.”*
- *“Good program. I have no complaint about the way my claim was handled. I was kept informed about progress or lack of due to other institutions. I'm a little disappointed my claim was denied but you still paid for what I needed. Thanks.”*

Veterans' Comments

- *“The VA has improved in the past 5 years. I am very grateful for it. The past has been very negative for me and my wife. But this last claim was handled very nicely and in good time, and with (respect). Have PTSD and they were helpful. (Thanks).”*